

DRAFT

//DATE//

//COMPLAINANT/PUBLIC AGENCY NAME//

//ADDRESS//

//CITY/STATE/ZIP//

RE: //STUDENT// v //PUBLIC AGENCY// Child Complaint

Dear //NAME//:

A child complaint decision was recently rendered by the Department of Elementary and Secondary Education (DESE). In response to a request from our Special Education Advisory Panel (SEAP), we are attempting to collect data regarding the child complaint system. We would appreciate it if you would respond to the questions below and return this page in the enclosed self-addressed stamped envelope.

Items 1-5 should be responded to by the complainant only.

- 1) How did you find out about the Missouri Individuals with Disabilities Education Act (IDEA) child complaint system? _____
- 2) Did you have any assistance in developing your complaint? Y N
If yes, who assisted you? DESE Staff Advocate Another Parent Other
- 3) How would you rate the ease of filing your complaint?
Very easy Easy No Opinion Somewhat difficult Very Difficult
- 4) Did the allegation(s) in your complaint accurately describe your concern(s)? Y N
If no, please explain:
- 5) Had you talked to a Division of Special Education compliance staff person prior to filing your complaint? Y N

Items 6-12 should be responded to by BOTH the complainant and public agency.

- 6) Was the Division of Special Education timely with its initial contact regarding the complaint? Y N
- 7) Did you have direct contact (phone, e-mail) with the investigator? Y N
- 8) Do you feel that the outcome of the investigation was accurate? Y N
If no, please explain:
- 9) Were the complaint issues investigated in a fair and unbiased manner? Y N
If no, please explain:
- 10) Do you feel that the investigation was thorough and accurate? Y N
If no, please explain:
- 11) Did you submit any documentation to the complaint investigation? Y N
- 12) Did the information contained in the findings and decisions give a satisfactory explanation of state and federal regulations implementing IDEA and how they were applied in this case? Y N
If no, please explain:

Any other comments?